

# Behavioral Health and Crisis Services

## FUNCTION

The mission of Behavioral Health and Crisis Services is to foster the development of a comprehensive system of services to assist adults and children in crisis or with behavioral health needs. Behavioral Health Services works with the State's public mental health and substance abuse systems to ensure that treatment, rehabilitation and referral services are available for persons with long-term mental illness and that medically indigent individuals and families have access to substance abuse intervention and treatment services. In Crisis Services, 24-hour crisis intervention services are provided for persons experiencing a situational, emotional or mental health crisis. Emergency Services, another service for individuals and families in crisis, provides subsidies to low-income renters, handicapped persons and families with dependent children; and partners with community groups to provide a continuum of services for homeless families and adults, including emergency shelter and transitional housing. Crime, partner abuse or sexual assault victims receive immediate assistance as well as on-going counseling.

## PROGRAM CONTACTS

Contact Richard Kunkel of the HHS - Behavioral Health and Crisis Services at 240.777.1310 or Trudy-Ann Hunter of the Office of Management and Budget at 240.777.2778 for more information regarding this service area's operating budget.

## PROGRAM DESCRIPTIONS

### ***System Planning and Management***

As the State mandated local mental health authority, this program is responsible for the planning, management and monitoring of Public Mental Health Services for seriously, emotionally disturbed (SED) children, and adults with a serious and persistent mental illness (SPMI). This includes persons with co-occurring mental illness and substance abuse disorders, homeless persons with SPMI, and persons with SPMI who have been incarcerated and/or are on conditional release. This program is responsible for the ongoing development of a continuum of quality mental health services that provide for consumer choice and empowerment, and at the same time assure that consumers have access to clinically appropriate and cost-effective behavioral health services.

### ***FY08 Recommended Changes***

	Expenditures	WYs
<b>FY07 Approved</b>	<b>8,023,570</b>	<b>20.1</b>
<b>FY08 CE Recommended</b>	<b>7,936,210</b>	<b>20.2</b>

### ***Behavioral Health Specialty Services***

Behavioral Health Specialty Services includes the Adult Behavioral Health program and the Access to Behavioral Health

## Program Summary

	Expenditures	WYs
System Planning and Management	7,936,210	20.2
Behavioral Health Specialty Services	2,753,730	24.2
Behavioral Health Community Support Svcs	7,375,270	22.2
Criminal Justice/Behavioral Health Services	2,256,780	19.4
Outpatient Addiction Services (OAS)	3,486,770	29.7
Victims Assistance and Sexual Assault Services	2,478,640	19.4
Child and Adolescent Mental Health Services	3,278,220	18.1
24-Hour Crisis Center	5,316,340	48.5
Mental Health Svcs: Seniors & Persons with Disabilities	4,015,560	11.0
Rental & Energy Assistance Program	5,760,480	9.3
Shelter Services	5,568,780	2.8
Partner Abuse Services	3,063,510	19.1
Supportive Housing Services	1,712,720	10.4
Housing Stabilization Services	4,842,930	32.2
Service Area Administration	628,830	4.1
<b>Totals</b>	<b>60,474,770</b>	<b>290.6</b>

Services program. The Adult Behavioral Health program provides a comprehensive range of mental health services including assessment, diagnostic evaluation, psychotropic medication evaluation and medication monitoring, individual, family and group psychotherapy including family psycho-educational support, and case management services to Montgomery County residents who have a high level of acuity and are involved in multiple systems in the community. Many of these individuals are unable to receive Public Mental Health System services or the level of care necessary to effectively stabilize their illness. This program has expanded capacity to provide services to limited English proficiency (LEP) clients and those with specialized cultural and language needs. The Access to Behavioral Health Services program provides clinical necessity and financial assessments for consumers of all ages needing outpatient mental health services including those with a co occurring disorder, and linkages to those eligible for the Public Mental Health System or community resources. This program also provides for Montgomery County adult residents, walk in substance abuse assessments including co occurring disorders and linkages to the range of services in the Addiction Services continuum. Safety Net Services, a service within Access to Behavioral Health Services, provides immediate, brief psychiatric and case management services (16 hours a week) until those clients that are eligible for the Public Mental Health system and have been discharged from a psychiatric hospital can be linked to a community Outpatient Mental Health Clinic

#### **FY08 Recommended Changes**

	Expenditures	WYs
<b>FY07 Approved</b>	<b>2,591,150</b>	<b>24.2</b>
<b>FY08 CE Recommended</b>	<b>2,753,730</b>	<b>24.2</b>

#### **Behavioral Health Community Support Svcs**

Behavioral Health/Community Support Services is composed of three sub-programs: Community Case Management Services, the Urine Monitoring Program, and the Program/Contract Monitoring Unit. These programs provide: 1) case management services to Temporary Cash Assistance (TCA) clients, homeless women, and other clients who are "high-end" users of services and involved in multiple programs within HHS; 2) the Urine-Monitoring Program provides urine testing services to clients referred by the courts, child welfare, the criminal justice system and others required to submit to urine surveillance or who require or request urine screening and testing; and 3) the Program/Contract Monitoring Unit monitors contract compliance for addiction treatment providers who contract with the Department to provide detoxification, outpatient, intensive outpatient, residential halfway house, combined care, and long-term residential treatment services to enhance the addictions treatment continuum of services for residents of Montgomery County.

#### **FY08 Recommended Changes**

- ☐ *Increase funding for the Urine Monitoring Program for drug testing*

	Expenditures	WYs
<b>FY07 Approved</b>	<b>7,369,490</b>	<b>20.7</b>
<b>FY08 CE Recommended</b>	<b>7,375,270</b>	<b>22.2</b>

#### **Criminal Justice/Behavioral Health Services**

Criminal Justice/Behavioral Health Services is composed of three programs: Clinical Assessment and Triage Services (CATS), Community Re-Entry Services (CRES), and Jail Addiction Services (JAS). Clinical Assessment and Triage Services (CATS) provide behavioral health screening, assessment, triage, and diversion services at entry into the Montgomery County Detention Center. Jail Addiction Services (JAS) is an intensive jail-based residential addiction treatment program for inmates at the Montgomery County Correctional Facility who are alcohol and/or drug addicted. Community Re-Entry Services (CRES) staff provide linkages to community-based mental health and addiction treatment services as well as follow-up to assure that housing and other needed services are accessed in the community.

#### **FY08 Recommended Changes**

- ☐ *Enhance funding for Jail Addiction Services to comply with changes in the Code of Maryland Regulations (COMAR)*

	Expenditures	WYs
<b>FY07 Approved</b>	<b>1,941,290</b>	<b>17.4</b>
<b>FY08 CE Recommended</b>	<b>2,256,780</b>	<b>19.4</b>

#### **Outpatient Addiction Services (OAS)**

OAS provides outpatient, intensive outpatient and Medication Assisted Treatment (MAT/methadone) services for clients who are homeless, are referred by the criminal justice system, and/or meet medical need requirements. Special emphasis is placed on treating the homeless; opiate addicts; and individuals with co-occurring psychiatric and substance abuse disorders. OAS also provides addiction treatment and urine monitoring services for clients served by the Montgomery County Adult Drug Court treatment program.

#### **FY08 Recommended Changes**

- ☐ *Replace grant funding for the Adult Drug Court Program*

	Expenditures	WYs
<b>FY07 Approved</b>	<b>3,124,310</b>	<b>27.2</b>
<b>FY08 CE Recommended</b>	<b>3,486,770</b>	<b>29.7</b>

#### **Victims Assistance and Sexual Assault Services**

This program provides information, referral, support, psychiatric evaluations, criminal justice advocacy, court accompaniment, crisis, and ongoing counseling services to persons subjected to sexual assault (exclusive of partner abuse), as well as to persons victimized by crimes in general. 24-hour outreach is provided through volunteer support to rape and sexual assault victims at hospitals and police stations, and compensation is provided to eligible victims of crime

#### **FY08 Recommended Changes**

- ☐ *Provide matching funds for Victims Compensation*

	Expenditures	WYs
<b>FY07 Approved</b>	<b>2,237,370</b>	<b>18.7</b>
<b>FY08 CE Recommended</b>	<b>2,478,640</b>	<b>19.4</b>

## Child and Adolescent Mental Health Services

This program provides comprehensive mental health and other necessary services to children, youth and their families that are individualized, culturally and linguistically appropriate and administered in the least restrictive, most conducive environment. In addition, this program collaborates with other child-serving agencies and community partners to ensure children, youth and their families achieve outcomes that result in mental wellness for all involved. Services include mental health screenings and assessments, outpatient treatment, specialized care coordination, play therapy, substance abuse prevention and behavior/medication management.

### FY08 Recommended Changes

- ☐ Enhance funding for Child Mental Health psychiatric services
- ☐ Provide funding for Mental Health Services to enhance the capacity for serving diverse populations

	Expenditures	WYs
FY07 Approved	3,033,610	18.1
FY08 CE Recommended	3,278,220	18.1

## 24-Hour Crisis Center

This program provides telephone, walk-in, and crisis residential services to persons experiencing situational, emotional, or mental health crises. In addition, the Crisis Center provides a mobile crisis team response for sixteen hours/day (8:00 a.m. to midnight), seven days/week. Much of the work of the Crisis Center is focused upon providing the least restrictive community based service which is appropriate. Many of the services provided are alternatives to more traditional mental health services. Psychiatric crisis resources are used to prevent hospitalizations and suicides. Disaster mental health services include crisis management and consultation for disasters, as well as consultation and services for community crises. The Crisis Center coordinates mental health response during disasters and community critical incidents. The Assertive Community Treatment (ACT) Team provides community based mental health services for those individuals with the highest level of acuity. During the off-hours (after 5:00 p.m., weekends and holidays), crisis back-up services are provided for various health and human services needs when the clients' primary service providers are not available.

### FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	4,907,530	46.1
FY08 CE Recommended	5,316,340	48.5

## Mental Health Svcs: Seniors & Persons with Disabilities

This program provides mental health services to seniors, persons with developmental disabilities, persons with hearing impairments and Individuals in a Psychiatric Crisis.. Services include evaluation, treatment, outreach counseling, provider training, caretaker support, and referral services. In addition, this program provides a County wide response to screen

uninsured individuals who are at risk of needing publicly funded hospitalization and who present at any of the five local emergency departments. The focus of this program is to provide the least restrictive and most appropriate community disposition possible for these individuals.

### FY08 Recommended Changes

- ☐ Enhance funding for outreach to expand psychiatric crisis services to provide hospital diversion

	Expenditures	WYs
FY07 Approved	715,660	2.0
FY08 CE Recommended	4,015,560	11.0

## Rental & Energy Assistance Program

This program provides subsidies to low-income renters, handicapped persons, and families with dependent children.

### FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	5,591,820	7.8
FY08 CE Recommended	5,760,480	9.3

## Shelter Services

This program coordinates and provides shelter services to both families with children and single adults on a seasonal and emergency basis. Support services, including case management and outreach, are provided to persons transitioning to more permanent housing. Front-end assessments are provided to identify persons who may have a mental illness, substance abuse concerns, or other issues that contribute to their homelessness.

### FY08 Recommended Changes

- ☐ Increase funding for emergency shelter beds for homeless adults
- ☐ Increase funding to provide temporary overflow shelter in motels for homeless families

	Expenditures	WYs
FY07 Approved	4,865,040	2.8
FY08 CE Recommended	5,568,780	2.8

## Partner Abuse Services

This program provides crisis counseling, on-going outpatient counseling, emergency shelter, referral for transitional housing; and support and advocacy to victims and families of partner-related physical abuse. Assessment, counseling, and education are also provided to abusers.

### FY08 Recommended Changes

	Expenditures	WYs
FY07 Approved	2,929,340	19.1
FY08 CE Recommended	3,063,510	19.1

## Supportive Housing Services

This program provides transitional housing for families with children and persons with mental disabilities. On-site case management is provided to assist persons receiving services to

become self-sufficient.

#### ***FY08 Recommended Changes***

	<b>Expenditures</b>	<b>WYs</b>
<b>FY07 Approved</b>	<b>1,695,290</b>	<b>10.9</b>
<b>FY08 CE Recommended</b>	<b>1,712,720</b>	<b>10.4</b>

#### ***Housing Stabilization Services***

This program provides intake and assessment for County households who are experiencing a housing-related emergency. State and County grants are provided, as well as referrals for Temporary Cash Assistance (TCA), in order to prevent homelessness, assist with utility arrearage, and avoid welfare dependence. This program also offers mediation services to prevent homelessness by reconciling young adults and their children with the family of origin.

#### ***FY08 Recommended Changes***

☐ *Increase funding for Emergency Services Grants*

	<b>Expenditures</b>	<b>WYs</b>
<b>FY07 Approved</b>	<b>4,454,380</b>	<b>32.2</b>
<b>FY08 CE Recommended</b>	<b>4,842,930</b>	<b>32.2</b>

#### ***Service Area Administration***

This program provides leadership and direction for the administration of Behavioral Health and Crisis Services.

#### ***FY08 Recommended Changes***

	<b>Expenditures</b>	<b>WYs</b>
<b>FY07 Approved</b>	<b>622,780</b>	<b>4.1</b>
<b>FY08 CE Recommended</b>	<b>628,830</b>	<b>4.1</b>

## HEALTH AND HUMAN SERVICES

### Behavioral Health and Crisis Services

<b>PROGRAM:</b> Child and Adolescent Mental Health Services	<b>PROGRAM ELEMENT:</b> Child and Adolescent Outpatient Mental Health Clinics				
<b>PROGRAM MISSION:</b> To improve the mental health of children and adolescents through individual, family, and group therapy and substance abuse education					
<b>COMMUNITY OUTCOMES SUPPORTED:</b> • Children and adults who are physically and mentally healthy • Young people making smart choices					
<b>PROGRAM MEASURES</b>	<b>FY04 ACTUAL</b>	<b>FY05 ACTUAL</b>	<b>FY06 ACTUAL</b>	<b>FY07 BUDGET</b>	<b>FY08 CE REC</b>
<b><u>Outcomes/Results:</u></b>					
Percentage of clients who meet their treatment goals at the time of discharge and who successfully integrate back into the school/ community	96	87	92	90	90
Percentage of clients showing improvement on GAF scores at discharge	97	90	100	90	90
<b><u>Service Quality:</u></b>					
Percentage of parents/families who are satisfied with the services provided	98	99	90	90	90
<b><u>Efficiency:</u></b>					
Average cost per psychotherapy session (\$)	123	149	134	231	241
<b><u>Workload/Outputs:</u></b>					
Number of clients served	394	489	493	495	500
Number of psychotherapy sessions provided for clients who completed their treatment at the time of discharge	3,885	4,868	5,112	5,115	5,250
Number of psychiatric medication monitoring sessions provided for clients who completed their treatment at the time of discharge	790	871	912	925	1,000
<b><u>Inputs:</u></b>					
Expenditures (\$000)	477	727	685	1,182	1,266
Workyears	8.5	9.0	9.0	15.0	15.0

## HEALTH AND HUMAN SERVICES

### Behavioral Health and Crisis Services

<b>PROGRAM:</b> Partner Abuse Services		<b>PROGRAM ELEMENT:</b> Counseling and Advocacy Services				
<b>PROGRAM MISSION:</b> To increase the safety and well-being of domestic violence victims and their children by providing supportive human services for victims and children, teaching new behaviors to offenders, and increasing community awareness						
<b>COMMUNITY OUTCOMES SUPPORTED:</b> • Children and adults who are safe • Children and adults who are physically and mentally healthy						
<b>PROGRAM MEASURES</b>		<b>FY04 ACTUAL</b>	<b>FY05 ACTUAL</b>	<b>FY06 ACTUAL</b>	<b>FY07 BUDGET</b>	<b>FY08 CE REC</b>
<b><u>Outcomes/Results:</u></b>						
Percentage of victim clients who have taken appropriate safety plan steps		89	90	90	90	90
Percentage of ongoing counseling clients who demonstrate improvement in restoring autonomy from domestic violence		58	69	78	60	75
Percentage of Court-referred abusers who report ceasing abuse upon completion of treatment		72	86	83	75	75
<b><u>Service Quality:</u></b>						
Percentage of clients who act upon the recommendation of the intake worker		76	69	77	70	70
Percentage of Court-referred abusers who complete treatment		59	57	58	65	65
<b><u>Efficiency:</u></b>						
Average cost per client (\$)		645	614	635	697	697
<b><u>Workload/Outputs:</u></b>						
Number of victim assistance legal service requests		815	1,081	1,148	900	1,000
Number of victim counseling/case management service requests		942	809	824	950	900
Number of offenders receiving counseling services		704	767	857	750	750
<b><u>Inputs:</u></b>						
Expenditures (\$000)		1,688	1,698	1,796	1,812	1,848
Workyears		18.4	18.25	18.0	18.0	17.3